

Customer Satisfaction Survey - Methodology

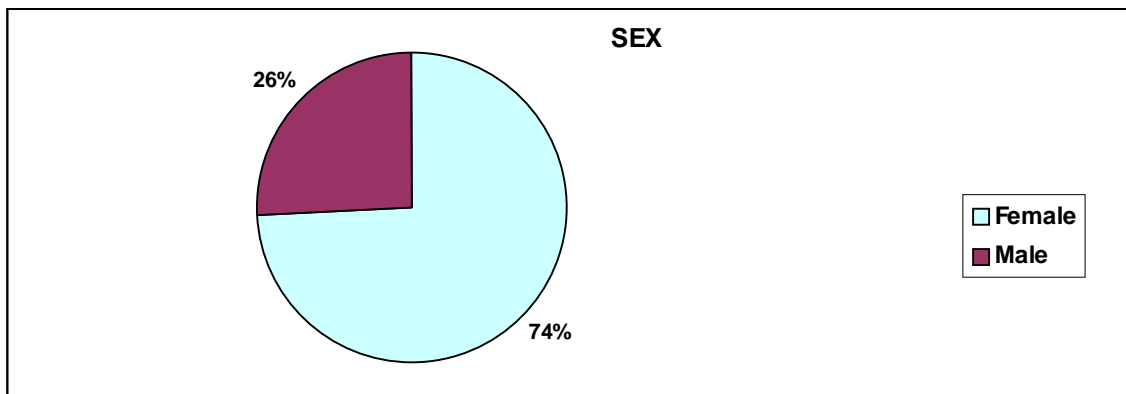
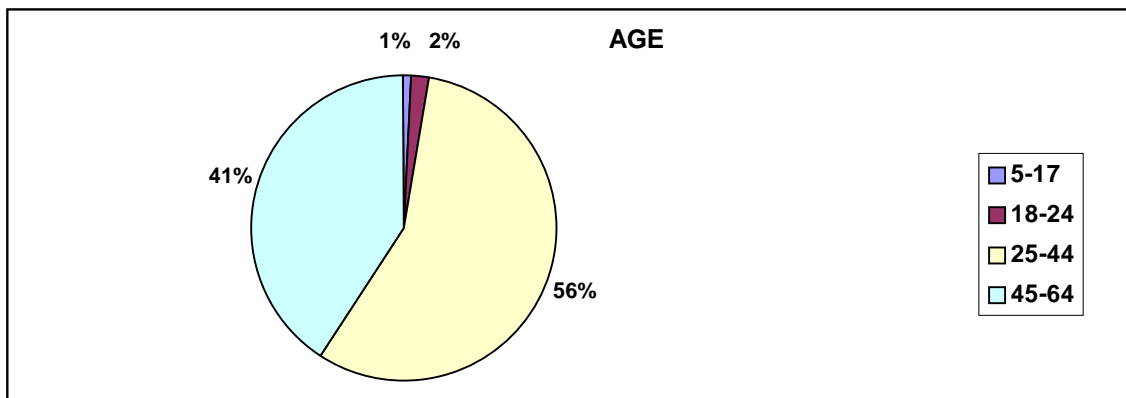
Los Alamos National Laboratory

During June 1998, Health Connection conducted a telephone survey of Los Alamos National Laboratory (LANL) employees and dependents that called Health Connection from March 1, 1998 through May 31, 1998.

The population surveyed included the 203 calls that required triage, or 157 households. Callers who requested general medical information only will be surveyed at a later date.

Health Connection attempted to reach all 157 households, placing at least three calls to each household if contact had not been made. A total of 108 households were successfully contacted with 105 agreeing to participate in the survey. The sample surveyed is representative of the LANL triage population within a 5% accuracy level and 90%+ confidence level.

Basic demographics of the callers contacted are:



Please refer to the attached report for details regarding the questions asked, the responses received and specific comments offered during the survey.

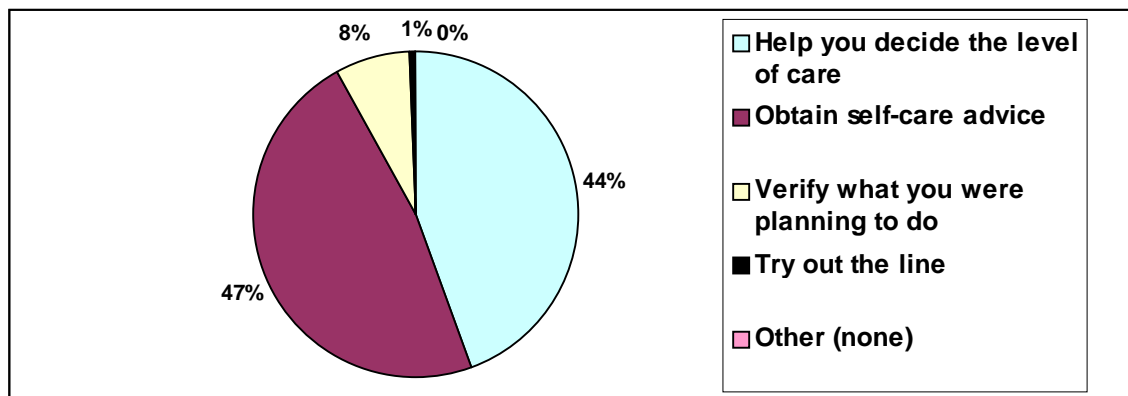
For additional information regarding this survey, please call Connie Heuton, Health Connection, at (507) 284-9062.

- (a) The comments reflected in this report represent actual statements received from LANL employees and dependents during the telephone survey. However, LANL statements may have been abbreviated for the purposes of this report.

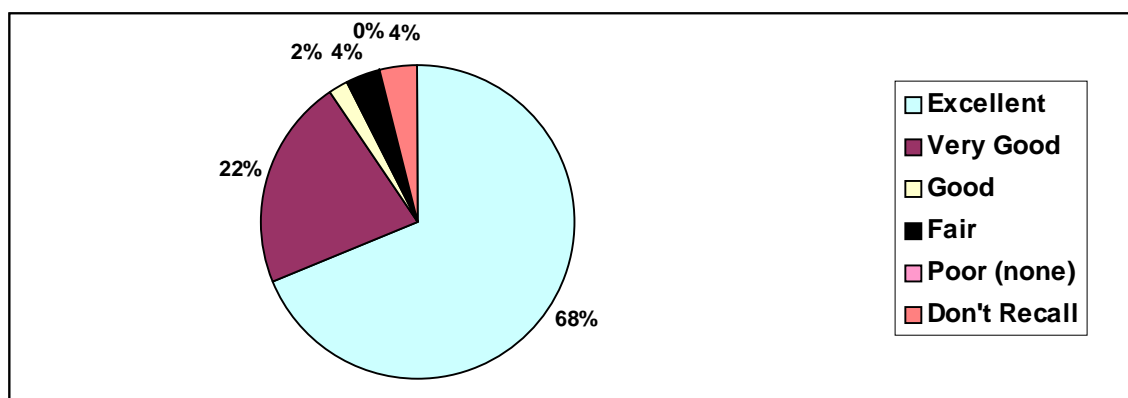
Customer Satisfaction Survey - Results

Los Alamos National Laboratory

1. When you called Health Connection, was it to:



2. How would you rate the speed with which the line was answered?

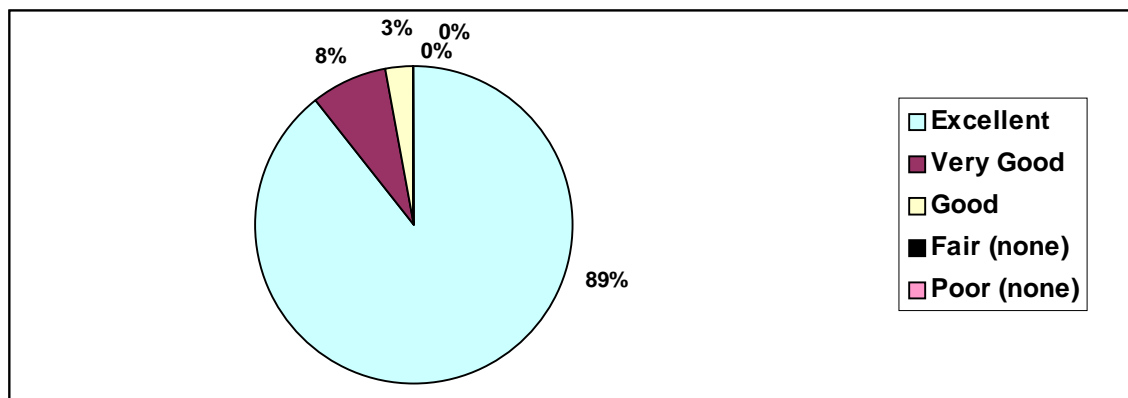


Comments (a):

- Waited but not very long
- Waited 3-4 minutes
- Don't remember being frustrated
- Normal
- Did not have to wait – usually don't give excellent
- Don't remember
- Don't remember
- Didn't have to wait long at all
- Didn't have to wait
- Had to wait
- Had to wait quite awhile
- Was on hold, but not bad
- Took a few minutes to answer
- Was adequate

- Early mornings phone would ring and ring, but better if called later
- Took a while
- Don't know
- It was alright
- They answered okay but then they wanted all the information – Why?...I just wanted general information
- Took a while to answer
- Took a little bit to answer
- I don't know...I think very good is okay
- Only one night was slower
- Don't know
- Sometimes slower but usually answered in reasonable amount of time
- Once I waited a little longer than comfortable
- Didn't wait very long

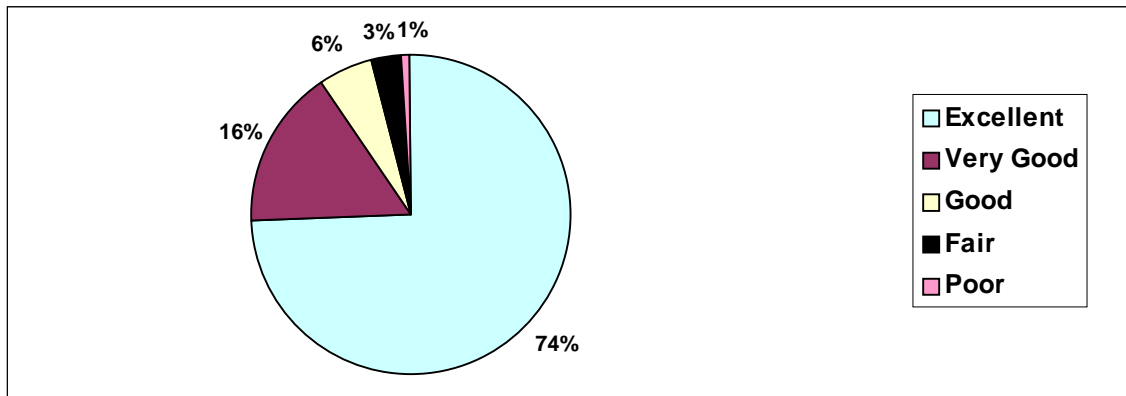
3. How would you rate the courtesy of the nurse who answered the line?



Comments (a):

- Don't remember as extending out but very helpful
- Don't usually give excellent
- Have a hard time rating anything excellent on a one-shot basis
- Didn't get any good suggestions
- Because I don't rate anything as excellent
- I don't know
- Wanted information on son away at college. Nurse told me child hard to call. Felt she didn't want to bother. Denied was a personal matter that son should have to be the one to talk to the nurse
- No reason
- Nurses very good, very kind
- Never give excellent
- Don't overstate – tough on things
- She scared me. Had ruptured disc and she ran me through heart attack questions because symptoms mimicked those of heart attack

4. How would you rate the clarity of the information you received in response to your questions?

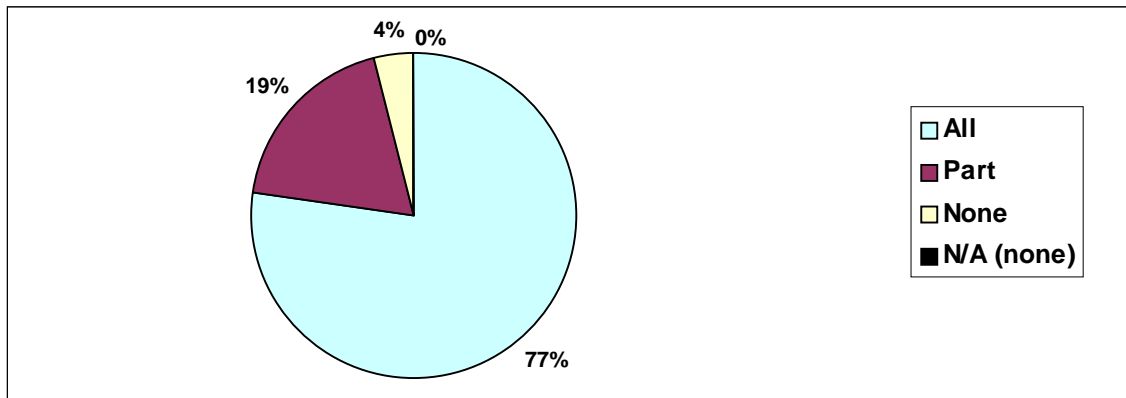


Why did you rate the clarity of the information you received as less than excellent?

Comments (a):

- Looked at symptoms and gave me advice
- General impression was very good
- Didn't think all the questions were appropriate to problem
- No reason
- Don't rate anything as excellent
- Just something I knew anyway
- Needed lactation nurse and was clear to me nurse did not know – but she did tell me to call back during the day and who to talk to
- Had to ask questions because was not completely clear but very good is close to excellent
- They really can't give you as much information as a doctor would
- Answer not firm – was suggestion only (wanted diagnosis)
- Maybe she gave me the best advice she could
- Because she didn't give me a specific answer, left me up in the sky
- Two of the three cases she was correct, so think that's very good
- You can only get so much over the phone
- End result not the same as nurse suggested. Sent to ER, not necessary
- Wanted information, took most conservative response rather than giving me insight
- Sent me to the ER – had a bad experience there and they didn't do anything anyway
- Wasn't given any information I didn't already have
- Didn't get any information I needed
- Didn't get any information
- I expected doctor's response and not really able to get it
- Never give excellent
- I kind of knew the answer and she just verified it
- She said I need to be seen and that was great. Got in to PCP during busy time – had two back surgeries since
- She really couldn't find what I had
- Some information not accurate – nurse seemed confused
- Very good

5. Did you follow all, part, or none of the advice you received from the nurse?



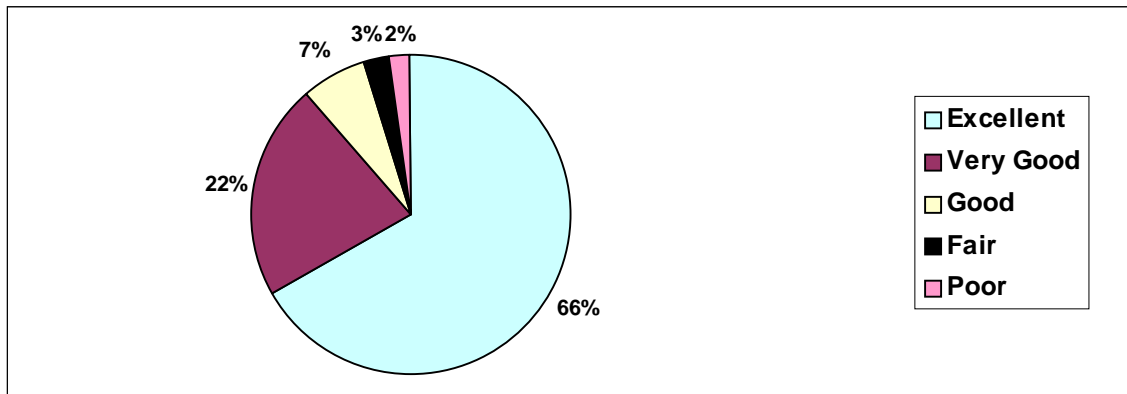
Why did you follow part or none of the advice?

Comments (a):

- Didn't have time to make appointment with physician as advised
- Suggested Benadryl not be used for our 11 month old but doctor said was okay
- Suggested things I all ready tried that did not work
- Cause
- Told me to go see a doctor – No advice on how to relieve symptoms
- Didn't get any good suggestions
- Waited although she told me to go to ER
- Wanted me to go to the hospital and I went to the chiropractor
- Told me something I'd all ready done and didn't work
- Didn't think necessary
- Because some sounded like good advice and some sounded like conservative advice to avoid legal ramifications
- Stores were closed and could not get Tylenol she suggested, but did everything else she suggested
- Because some advice had tried before and hadn't worked
- Because I waited instead of going to urgent care
- Nurse wanted me to go to ER – I called my doctor and he had a different slant on things. I didn't go to ER
- Nurse wasn't sure so was not sure what to do
- Used what I needed
- Got no advice
- Basically didn't want to call someone in the middle of the night to take me to the hospital
- Had 2nd degree sunburn, nurse wanted us to go to urgent care but my husband did not want to go so we watched it and kept it clean – I felt her advice was good
- Wanted me to go to ER but was unable to handle. (depression) My husband stayed with me. The nurse, Carrie, got me through it. She was wonderful. Later did go to doctor.
- Because some things are too late to follow up on
- Some of it unnecessary – many suggestions given
- Gave me several things to try and I only tried part of them

- Pretty much what I'd do anyway
- Some information not accurate

6. How would you rate the value of Health Connection as an addition to you benefit package?



Why did you rate the value of Health Connection as less than excellent?

Comments (a):

- Gave wrong information – daughter had 2nd degree burn, not 1st
- Good to have something to fall back on but most of the time will go see the doctor
- Very good – because only used once
- Good because we can call our doctor anytime – live in small time
- Don't use it that often but nice to know its there
- Excellent – hope they keep it
- No reason
- Can avoid a trip to the doctor's office
- Because I don't know how much additional cost it is – but I did get peace of mind. Guess it depends on the extent of your need
- Have hard time rating anything excellent
- I don't really think they can help anyway
- Mostly I had self diagnosed myself
- Simply because should have specialist in each field, but know that would be costly
- I think for something to be excellent is a high mark to obtain
- I don't know
- Answered pretty fast and gave good advice
- No advice for relief – go see the doctor. Husband states, “Problem was she (i.e., wife) called her doctor and was unable to get in for several days – I suggested she should call Health Connection in that case. I will certainly go about it differently next time.”
- A very definite plus, would recommend to anyone
- Not necessary
- Be more “up” with symptoms of little kids – aware of current things (illnesses) going on
- Very nice to have someone to talk to
- Hard to judge on one sample

- Didn't cost me anything and someone was there to help
- Only used once, but if you don't know what to do there is someplace to go
- Only used one time, service was excellent when I did
- Like to think I have some common sense and they didn't really tell me anything I didn't already know
- I guess I heard answers getting back were tempered by warnings by your attorney
- Hard to get advice over the telephone
- Could have called local ER and gotten same or better advice
- Don't use much
- I was proclaiming joys of Health Connection to a friend this morning!
- Because just usually calling to verify information I already know
- Based on only one experience. Would rate it as such but I'm sure it depends on who you talk to
- Will not use again
- Generally speaking – wonder what cost is for service
- I probably would have made the same decision
- Still leery about getting answers over the phone
- First time used
- Glad to be able to talk it over with someone
- I think very good is good
- Something I would use only occasionally
- Only called one time
- I'm not planning on using it except on rare occasions
- I have daughter that is resident, wife nurse. I'm trained as ski patrol so we are more versed in medical care...Wife states, "Very valuable service"
- Very satisfied
- Better if local and connected to our own doctor but nice attempt by LANL to help out

7. Do you have any suggestions about how we might improve the services offered to you via Health Connection?

Comments (a):

- More precise questions – call back in one week to see if diagnosis was close to what nurse was thinking
- No – actually very good
- Really valuable to families with small children
- No – very good
- Not really – thank you for the service. We love it
- No – I don't think you can improve. You're very courteous, factual and helpful
- No – the service I got was wonderful and immediately I knew what to do
- No – was more than I expected. I was pleasantly surprised. It was more than hoped for, got more information than at doctor's office. I followed advice and got well in the time she said I would
- No – nice to have available 24 hours
- Not really – I was satisfied
- I think very good as is
- Have a doctor on call instead of nurse
- When called, the help was there I needed
- No – think it worked well for me
- Find a way to link to specialist
- A newsletter might be helpful addition
- No – very helpful
- No – think it's a great service
- No – very helpful
- Would be good to have a doctor that could give you more information
- No – everything is fine
- Actually I don't
- Increase professionalism
- Be more "up" with symptoms of little kids, aware of current things (illnesses) going on
- No – helpful
- No – I don't think so
- No – only used once but satisfied. Think it's a great idea to add to our benefit package
- None that are practical
- Don't know
- Don't know how much it cost
- No – thought it was great
- Only used once. Went very smoothly and well
- Would like chiropractor service okayed at Health Connection and not have to go through PCP
- Annoyed at being asked a million questions
- No – think its really great, response time outstanding
- Boy, I wish I did
- No – great ideas

- Not now – very good service. They take the time to talk with you
- Husband states, “Waited too long for phone to be answered.” Wife states, “Has not been my experience.”
- Like it a lot, will use in future, nice to have nurse to talk to when need it
- Wished they had on-line information
- Have limited amount of insight with one call. Having to take conservative route to avoid legal complications kind of dilutes value
- No as far as I’m concerned – it’s great
- Wanted dose for Tylenol for child – she didn’t use weight chart as pharmacist does – you should do that
- People advising should have more experience, more knowledgeable
- No – exactly what I needed
- Had to give some information up front each time, is there a better way?
- Perfect
- Not pleased – Wanted general information, not specific. Would not give to me. Made me feel I was asking for information I wasn’t allowed to have. (Son had sores in mouth that were bleeding)
- Everything went well
- Think it’s fine
- Finally got a package telling me about Health Connection. They don’t advertise it enough
- Would be nice if could get follow-up information by just giving case number
- Very, very pleased. Information accurate
- Don’t know how you could make it any better
- Very effective
- Not at all – really worth while
- Not really – I guess I expected someone to fill in the gaps and they did
- Think its great, my whole family is impressed
- More reminders that it’s there – send out memo or email or information on how many have used it and how valuable they found it
- Think should have more than one nurse at night. Carrie spent a lot of time with me and when I called one time there was a wait to talk with Carrie
- No – service very good
- Make number more noticeable when send out card, should have DON’T THROW AWAY IMPORTANT INFORMATION on letter sent
- Real pleased able to call somebody right away
- Excellent!
- Would be nice to have nurses give out doses of Tylenol for under 2 years of age
- Would like to say great things about Health Connection anytime
- No – I was very impressed
- Called twice and felt good about the advice they gave me
- Nurse was extremely excellent, very professional. If they “up” insurance rates I would still go for it. I’m very satisfied
- The time I used it, it was useful
- Entirely pleased, nice to know there is someone there to talk to
- I can’t suggest anything – want to say service rendered was very important
- I love the service, hope they keep it
- Keep up the good work

- Real satisfied
- Great to get a hold of a real person. Wife states, “Nurse that answered was excellent, very thorough, very reassuring.”
- I don’t know how many people are aware of it
- If local and would give information to doctor